



## Communications Status Report for Areas Impacted by Hurricane Irma September 17, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 17, 2017 at 11:00 AM EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for all counties in Florida and the U.S. Virgin Islands. On September 14, DIRS was deactivated for all counties in Alabama, Georgia and Puerto Rico. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. It should also be noted that not all communications providers have reported in DIRS, so some outage information may not be complete.

The following counties are in the geographic area that was covered by the DIRS activation as of this morning (the "disaster area").

**Florida:** Alachua, Baker, Bay, Bradford, Brevard, Broward, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, Desoto, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Glades, Gulf, Hamilton, Hardee, Hendry, Hernando, Highlands, Hillsborough, Holmes, Indian River, Jackson, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, Washington

**U.S. Virgin Islands:** St. Croix, St. John, St. Thomas

### 911 Services

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through the filings of 911 Service Providers in DIRS, reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.

There are a total of 4 (same as yesterday) PSAPs affected in Florida and 2 (same as yesterday) PSAPs affected in the U.S. Virgin Islands. For Florida:

- **Down with no re-routes:** None
- **Up without Automatic Location Information (ALI):** None



- **Re-routed with ALI:** 4 (Broward County, FL; Florida Atlantic University, FL; Marathon SO, FL; and Sanibel Police Department, FL)
- **Re-routed without ALI:** None

Two PSAPs in the U.S. Virgin Islands (St. Croix 9-1-1 Call Center and St. Thomas 9-1-1 Call Center) are unable to retrieve Phase I and Phase II location information for wireless callers and Automatic Number Identification (ANI)/ALI for VoIP Callers.

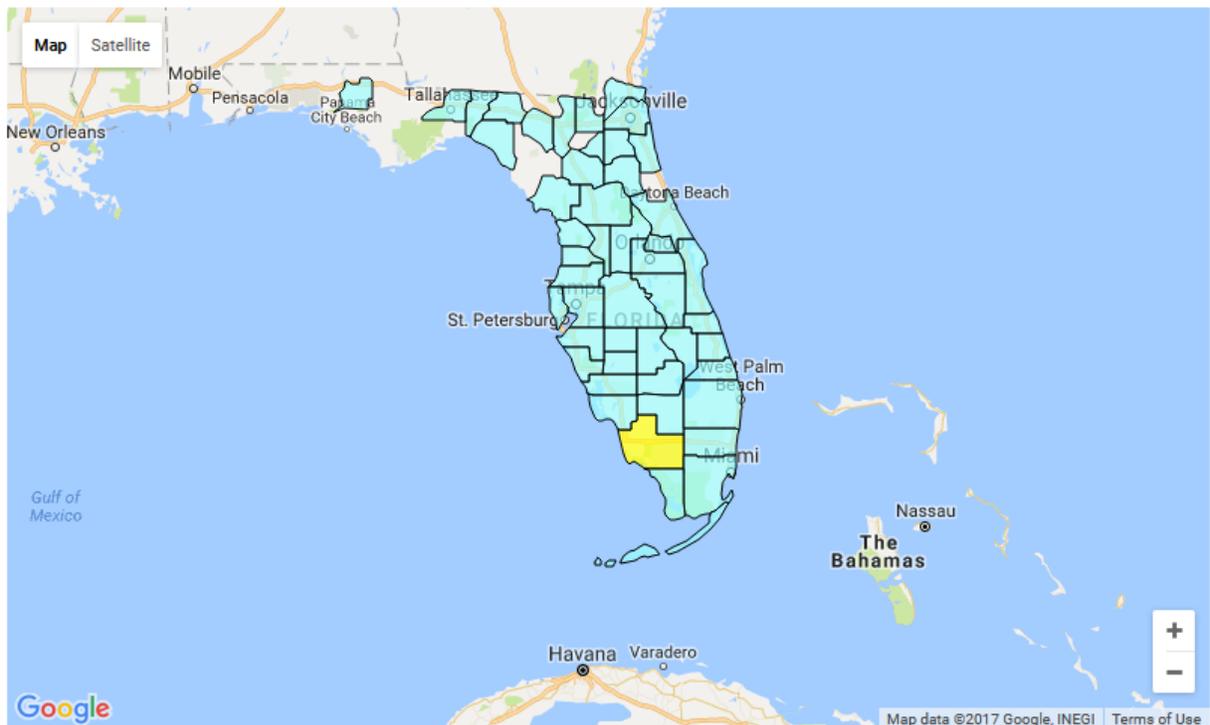
### Wireless Services

The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites out of service for each county.

The following map of the disaster area illustrates which counties in Florida are most affected:

## Percent Cell Sites Out-of-Service By County

9/17/2017 11:11:27 AM



1 - 20 21 - 40 41 - 60 61 - 80 81 - 81

The information shown was provided by the signatories to the Wireless Resiliency Cooperative Framework and several additional companies that agreed to allow us to include their data in the aggregated data:



**Florida:** Overall, 4.0% (down from 5.8% yesterday) of cell sites are out of service.

**U.S. Virgin Islands:** Overall, 50% (slightly up from 49.1% yesterday) of cell sites are out of service.

Counties with 50% or greater of cell sites out are:

**Florida:** None

**U.S. Virgin Islands:** St. John and St. Thomas

The tables below provide the percentage of cell sites out of service by county per state or territory.

**Florida:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
FL	ALACHUA	279	1	0.4%
FL	BAKER	22	1	4.5%
FL	BAY	208	0	0.0%
FL	BRADFORD	22	1	4.5%
FL	BREVARD	316	7	2.2%
FL	BROWARD	924	57	6.2%
FL	CALHOUN	15	0	0.0%
FL	CHARLOTTE	123	4	3.3%
FL	CITRUS	111	2	1.8%
FL	CLAY	178	5	2.8%
FL	COLLIER	212	47	22.2%
FL	COLUMBIA	73	1	1.4%
FL	DESOTO	34	3	8.8%



FL	DIXIE	18	0	0.0%
FL	DUVAL	807	13	1.6%
FL	ESCAMBIA	186	0	0.0%
FL	FLAGLER	86	0	0.0%
FL	FRANKLIN	28	0	0.0%
FL	GADSDEN	62	0	0.0%
FL	GILCHRIST	13	0	0.0%
FL	GLADES	30	2	6.7%
FL	GULF	22	0	0.0%
FL	HAMILTON	18	0	0.0%
FL	HARDEE	39	4	10.3%
FL	HENDRY	46	8	17.4%
FL	HERNANDO	117	2	1.7%
FL	HIGHLANDS	80	15	18.8%
FL	HILLSBOROUGH	1,140	18	1.6%
FL	HOLMES	21	0	0.0%
FL	INDIAN RIVER	105	5	4.8%
FL	JACKSON	60	0	0.0%
FL	JEFFERSON	41	1	2.4%
FL	LAFAYETTE	14	0	0.0%
FL	LAKE	218	6	2.8%
FL	LEE	343	23	6.7%
FL	LEON	440	8	1.8%
FL	LEVY	76	1	1.3%

FL	LIBERTY	9	0	0.0%
FL	MADISON	37	1	2.7%
FL	MANATEE	239	2	0.8%
FL	MARION	274	3	1.1%
FL	MARTIN	123	5	4.1%
FL	MIAMI-DADE	1,434	119	8.3%
FL	MONROE	108	13	12.0%
FL	NASSAU	109	3	2.8%
FL	OKALOOSA	194	0	0.0%
FL	OKEECHOBEE	70	2	2.9%
FL	ORANGE	1,152	22	1.9%
FL	OSCEOLA	237	9	3.8%
FL	PALM BEACH	727	51	7.0%
FL	PASCO	321	9	2.8%
FL	PINELLAS	596	23	3.9%
FL	POLK	481	20	4.2%
FL	PUTNAM	88	3	3.4%
FL	ST. JOHNS	251	3	1.2%
FL	ST. LUCIE	195	2	1.0%
FL	SANTA ROSA	135	0	0.0%
FL	SARASOTA	244	17	7.0%
FL	SEMINOLE	314	8	2.5%
FL	SUMTER	78	5	6.4%
FL	SUWANNEE	56	1	1.8%



FL	TAYLOR	51	1	2.0%
FL	UNION	13	0	0.0%
FL	VOLUSIA	474	26	5.5%
FL	WAKULLA	38	0	0.0%
FL	WALTON	120	0	0.0%
FL	WASHINGTON	35	1	2.9%
<b>TOTAL</b>		<b>14,730</b>	<b>584</b>	<b>4.0%</b>

**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	39	7	17.9%
VI	ST. JOHN	10	9	90.0%
VI	ST. THOMAS	57	37	64.9%
<b>TOTAL</b>		<b>106</b>	<b>53</b>	<b>50.0%</b>

**Cable Systems and Wireline (Combined)**

There are at least 1,115,752 (down from at least 1,308,186 yesterday) subscribers out of service in the affected areas in Florida. This includes users who get service from cable system or wireline providers. There are a total of 1,558 (down from 1,854 yesterday) non-mobile switching centers out in Florida.

Since there are widespread power outages in the U.S. Virgin Islands, the FCC has received reports that large percentages of consumers are without either cable services or wireline service. Companies are actively working to restoring service.

**Broadcast**

TV stations out of service: 5 (same as yesterday)

- **Florida:** WVFW, WXOD and WSBS
- **U.S. Virgin Islands:** WTJX-TV and W05AWD



Radio stations out of service: 27 (same as yesterday)

**Florida:** WMFM, WWPR, WDOZ, W245AZ, W250BH, WAQV, WJFH, W251BM, WROK, WAOA-FM, WHKR, WLZR, WNPL, WYGC, W295BJ, WMEN, WARO, WNOG, WFFY, WWFR, WCNZ, WNNWF, WEJZ, WGNE-FM, WKYZ and W244CT

- **U.S. Virgin Islands:** WTJX-FM